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I. OPERATIONAL SUPPORT SYSTEMS

1. Measurement	
Percent Pre-Order Responses Received Within the Specified Interval	
Definition:	
The percent of responses completed within the specified interval for pre-order interfaces, by function.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the request is received by the ILEC and the clock stops on the date/time when the ILEC completes the transmission of the response to the CLEC. Timestamps are taken at the pre-order interface and do not include transmission time through the remote access facility. Response time is accumulated for each major query type and then divided by the associated total number of queries received during the reporting period. The response time is measured only within the published hours of interface availability. ILECs will not schedule routine system maintenance during normal business hours. If the CLEC accesses the ILEC's systems using a Service Bureau Provider, the measurement of the ILEC's performance does not include the Service Bureau Provider's processing, availability, or response time.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Number of responses within the specified time interval ÷ Total responses) * 100	Reported by CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers' Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

2. Measurement:
Percent Firm Order Confirmations (FOCs) Returned On Time for LSR/ASR Requests
Definition:
Percent of FOCs returned to the CLEC within a specified time frame measured from the receipt of a complete and accurate service order request to the return of a confirmation notice to the CLEC.
Exclusions:
<ul style="list-style-type: none">• Rejected (manual and electronic) LSRs/ASRs.• ILEC only disconnect orders.• Services ordered out of the Access Tariff.
Business Rules:
<p><u>Firm Order Confirmation</u></p> <p>FOC business rules are established to reflect the Local Service Center's (LSC's) published business hours. If the valid request is received outside of published business hours, then the start date/time is the start of the next business day. If the request is received during published business hours, the start time will be the actual time the valid LSR is received. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC published business hours (i.e., actual OSS processing time outside of LSC hours will not be excluded in calculating the interval). The returned confirmation to the CLEC will establish the actual end date/time.</p> <p>If the CLEC accesses ILEC systems using a Service Bureau Provider, the measurement of the ILEC's performance does not include Service Bureau Provider processing, availability or response time.</p>

ELECTRONIC INTERFACE

For electronically originated LSRs, the start date/time is the received date/time that is automatically recorded by the electronic interface. The end date/time is recorded by the electronic interface and reflects the actual date/time the FOC is available to the CLEC. For LSRs where FOC times are negotiated with the CLEC, a designated field identifier the service order will specify the negotiated interval.

MANUAL INTERVENTION

An electronic LSR initiated by a CLEC that falls out to the LSC for manual processing.

MANUAL REQUESTS

Requests initiated by the CLEC primarily by fax or other manual methods (i.e., telephone, courier). The fax receipt date/time is the start time. The end time is the actual date/time a paper fax is successfully confirmed as being returned to the CLEC. In the event the CLEC fax is unresponsive, the date/time of the second attempt will be the end date/time. If a CLEC chooses to receive its FOCs via a Website, the end time is the date/time the FOC is loaded to the Website.

LNP

For partial LNP conversions that require restructuring of customers accounts (1-30 TN's), an additional day is added to the FOC interval.

Levels of Disaggregation:

None

Calculation:

$$\frac{\text{(Number FOCs returned within "X" hours)}}{\text{Total FOCs sent}} * 100$$

Report Structure:

Reported by CLEC and all CLECs

Performance Standard (Parity or Benchmark):

Parity or benchmark standards to be determined by State Commissions

Impact on Carriers' Regulatory Burden:

Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.

3. Measurement	
Percent Mechanized Service Order Completion (SOC) Notifications Available Within One Day of Work Completion	
Definition:	
Percent Mechanized Service Order Completion (SOC) Notifications Available Within one Day.	
Exclusions:	
<ul style="list-style-type: none"> Excludes weekends and holidays 	
Business Rules:	
Days are calculated by subtracting the date the service order completion was available to the CLEC via the electronic ordering system minus the order completion date. If the CLEC accesses the ILEC's systems using a Service Bureau Provider, the measurement of the ILEC's performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(number of mechanized service order completion notifications returned to the CLEC within 1 day of work completion ÷ total mechanized completions notifications) * 100	Reported by CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers' Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

II. PROVISIONING

4. Measurement
Percent Installations Completed by the Committed Due Date
Definition:
Measure of orders or circuits completed by the committed due date.
Exclusions:
<ul style="list-style-type: none">• Excludes customer caused misses.• Excludes all orders except N, T, and C orders.• Excludes weekends and holidays.• Excludes Disconnect and Record orders.• Excludes circuits requested for less than the standard offered interval.• NPAC caused delays, unless caused by the ILEC.
Business Rules:
<p>The clock starts on the Application Date, which is the day that the ILEC receives an accurate Service Order or LSR. The clock stops on the Completion Date, which is the day that the ILEC personnel complete the service order activity. Orders are included in the measure during the month they are completed.</p>
<u>LNP</u>
<p>If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request the standard offered interval. If the LSR is submitted after 3:00 p.m. the CLEC must add one day to the standard offered interval. This performance measurement is reported at an order level to account for different measurement standards based on the number of circuits per order.</p> <p>For partial LNP conversions that require restructuring of customers accounts:</p> <ul style="list-style-type: none">• 1-30 TN's: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.• >30 TN's, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of orders/circuits installed within the requested interval ÷ Total number of orders/circuits not subject to exclusions) * 100	Reported for CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers' Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

5. Measurement	
Average Delay Days on Missed UNE Installation Orders	
Definition:	
Average calendar days from the due date when that date is greater than or equal to the offered interval, to the completion date on company missed UNEs .	
Exclusions:	
<ul style="list-style-type: none"> • Excludes customer caused misses. • Excludes circuits requested for less than the standard offered interval • Excludes orders that are not N, T, or C. • Excludes any incremental days attributable to the CLEC after the initial ILEC caused delay. • Excludes No Access (NA) attributable to the end user after the initial due date has been missed by the ILEC. • Excludes Disconnect and Record Orders. • Excludes customer caused delays. • Excludes NPAC caused delays, unless caused by the ILEC. 	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma(\text{Completion date} - \text{committed UNE due date}) \div (\text{number of posted UNEs with ILEC caused missed due dates})$	Reported for CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers' Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

6. Measurement
Percent UNE Trouble Reports Within “X” Days of Installation (I-“X” Reports)
Definition:
Percent of N, T, and C orders that receive an electronic or manual trouble report on or within “X” calendar days of service order completion.
Exclusions:
<ul style="list-style-type: none">• Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.• Excludes trouble tickets coded to (caused by) customer provided equipment (CPE) or inside wiring, Interexchange Carriers/Competitive Access Providers, and Informational reports.• Excludes trouble reports received before service order completion.• Excludes trouble reports for BRI loops without test access .• Excludes trouble reports for DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning, unless coded to the Central Office.• Excludes trouble reports caused by a lack of digital test capabilities on 2-wire BRI and IDSL capable loops when acceptance testing is available but is not selected by the CLEC.• Excludes trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between the CLEC and ILEC due to CLEC reasons on the due date.• Excludes DS1 trouble reports where CLEC chooses not to do cooperative testing.
Business Rules:
A trouble report is counted if it is received within “X” calendar days of service order completion, where “X” is 10 calendar days for 8.0 dB loops and 30 calendar days for all other UNEs. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within “X” calendar days of service order completions that were closed during the reporting month.

Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within “X” calendar days of service order completion ÷ Total number of orders) * 100	Reported by CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers’ Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

III. MAINTENANCE

7. Measurement	
UNE Trouble Report Rate Net of Installation and Repeat Reports	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines/circuits/UNEs.	
Exclusions:	
<ul style="list-style-type: none"> Excludes trouble tickets coded to (caused by) customer provided equipment (CPE) or inside wiring, Interexchange Carriers/Competitive Access Providers, and Informational reports. Excludes trouble reports included in PM 6. Excludes trouble reports included in PM 9. Excludes trouble reports for BRI loops without test access . Excludes trouble reports for DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning, unless coded to the Central Office. Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops when acceptance testing is available but is not selected by the CLEC. 	
Business Rules:	
Reports are counted in the month they post.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (Total lines/circuits/UNEs ÷ 100)]	Reported by CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers' Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

8. Measurement	
UNE Mean Time to Restore	
Definition:	
Average duration of customer trouble reports from the receipt of the report to the time the trouble is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Excludes CLEC caused misses. • Excludes No Access Time. • Excludes Delayed Maintenance Time. • Excludes trouble tickets coded to (caused by) customer provided equipment (CPE) or inside wiring, Interexchange Carriers/Competitive Access Providers, and Informational reports. • Excludes trouble reports for BRI loops without test access . • Excludes trouble reports for DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning, unless coded to the Central Office. • Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops when acceptance testing is available but not selected by the CLEC. 	
Business Rules:	
The clock starts on the date and time ILEC receives a trouble report. The clock stops on the date and time that ILEC personnel clear the repair activity.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
$\Sigma [(\text{Date and time ILEC clears ticket with the CLEC}) - (\text{Date and time ticket received})] \div \text{Total customer trouble reports}$	Reported by CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers' Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	

9. Measurement
UNE Percent Repeat Reports
Definition:
Percent of UNE customer trouble reports received within “X” calendar days of a previous report.
Exclusions:
<ul style="list-style-type: none">• Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.• Excludes trouble tickets coded to (caused by) customer provided equipment (CPE) or inside wiring, Interexchange Carriers/Competitive Access Providers, and Informational reports.• Excludes customer caused troubles.• Excludes trouble reports for BRI loops without test access.• Excludes trouble reports for DSL loops > 12 Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning, unless coded to the Central Office.• Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops when acceptance testing is available but not selected by the CLEC.
Business Rules:
Includes UNE customer trouble reports received within “X” calendar days of an original report. When the second report is received within “X” days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within “X” days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.

Levels of Disaggregation:	
None	
Calculation:	Report Structure:
[(Count of customer trouble reports, not caused by CPE or inside wiring and excluding subsequent reports, received within “X” calendar days of a previous customer report) ÷ (Total customer trouble reports not caused by CPE or inside wiring and excluding subsequent reports)] * 100	Reported by CLEC and all CLECs
Performance Standard (Parity or Benchmark):	
Parity or benchmark standards to be determined by State Commissions	
Impact on Carriers’ Regulatory Burden:	
Implementation of this measurement is unnecessarily burdensome if it is duplicative of existing State Commission requirements or included within prevailing interconnection agreements.	